FirstNetME Data Collection Survey

Welcome to the FirstnetME Mobile Data Survey.

The FirstNetME team is surveying Maine's public safety entities to better understand mobile wireless data usage.

The following questions will help Maine plan for participation in the National Public Safety Broadband Network.

Please remember we are asking for estimates; if you don't have exact numbers that's okay!

Thank you for participating. Your feedback is very important.
 *Required fields

If you would like to print and preview the survey questions, click here: SURVEY PDF

FirstNetME Data Collection Survey

This mobile data survey collects information from each agency in the State of Maine on a variety of topics, including wireless data service plans, monthly costs, applications usages and barriers.

Questions marked with an asterisk (*) require answers.

1. Survey Respondent Contact Information

Prefix:

First Name:

Middle Initial:

Last Name:

Title:

Phone:

Email:

2. Please select the discipline that best describes your agency or division:

Other (please specify)

3. Please select your Agency Name from the alphabetical listing (Acton - Magalloway)

4. Please select your Agency Name from the alphabetical listing (Maine - Wesley)

[dropdown ▲▼]

5. Please select your Agency Name from the alphabetical listing (West - York)

[dropdown ▲▼]

6. Is your Agency Name not listed? Please enter it here:

[text field]

7. Agency Address

Physical Street Address [text field]

Suite, Bldg, etc. [text field]

8. City:

[text field]

9. County:

[dropdown ▲▼]

[text field]

10. State/Province:

◯ Maine

◯ New Brunswick

◯ Quebec

◯ Nova Scotia

◯ Other (please specify)

[text field]

11. Number of Employees:

[text field]

12. Number of Full Time Employees:

[text field]

13. Number of Part Time Employees:

14. Number of Volunteers:

15. Number of Vehicles for Operations:

AGENCY ISSUED DEVICES: *Please estimate the total number of devices deployed by your Agency.*

16. Number of Voice/Data Devices Assigned to Vehicles

	Total Agency Assigned
Smartphones/Cellphones	⬍
Tablets/Laptops	⬍
Vehicular Modems (Aircards)	⬍
Mobile Hotspots	⬍
Tablets/Laptops/USB Modems/Mobile Data Terminals (MDTs)	⬍

17. Number of Agency Purchased Voice/Data Devices Assigned to Personnel:

	Total Agency Assigned
Smartphones/cellphones	⬍
Laptops (not MDTs)	⬍

18. Number of Other Devices Assigned to Vehicles, Including Private Data Devices (Satellite phones):

PERSONNALY OWNED DEVICES

19. Are there circumstances when employees are allowed to use personally owned data devices to perform any type of work functions?

◯ Yes

◯ No

20. Are personally owned devices allowed to connect to any official applications/services *i.e. email, internal databases, etc.***?**

◯ Yes

◯ No

◯ Not applicable to our Agency

21. Is compensation provided to employees for use of personally owned devices?

◯ Yes, Fixed Amount

◯ Yes, Based on Usage

◯ Yes, Other Method

◯ No

◯ Not applicable to our Agency

DATA APPLICATION FREQUENCY & USE

22. What is the primary data application used for Communication?

[dropdown]

[text field]

23. What is the primary data application used for Over the Top Voice?

[dropdown]

[text field]

24. What is the primary data application used for Automatic Vehicle Location (AVL or vehicle GPS)?

[dropdown]

[text field]

25. What is the primary data application used for Location Mapping Services (Mapping, routing)?

[dropdown]

[text field]

26. What is the primary data application used for Computer Aided Dispatch (CAD)?

[dropdown]

[text field]

27. What is the primary data application used for General Connectivity (email, internet, file transfers)?

[▲▼]

[   ]

28. What is the primary data application used for Field Based Reporting, ICS forms (data devices that communicate with headquarters)?

[▲▼]

[   ]

29. What is the primary data application used for Intranet Access/Mobile VPN solution?

[▲▼]

[   ]

30. What is the primary data application used for Video?

[▲▼]

[   ]

31. What is the primary data application used for Telemetry (SCADA, etc)?

[▲▼]

[   ]

32. What is the primary data application used for Database Inquiries (IMC, Spillman, etc)?

[▲▼]

[   ]

33. What are other data primary applications used?

[▲▼]

[   ]

34. What is the general usage for Communications (Texting, paging, etc.)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

35. What is the general usage for Voice over IP/Over the Top Voice (eg. Skype, Facetime)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

36. What is the general usage for Automatic Vehicle Location (AVL/GPS)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

37. What is the general usage for Location Services (Mapping and Routing)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

38. What is the general usage for Computer Aided Dispatch (CAD)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

39. What is the general usage for Database Inquiries (IMC, Spillman, etc)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

40. What is the general usage for General Connectivity (email, internet, file transfer, etc)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

41. What is the general usage for Field Based Reporting (Electronic forms sent, GRT, etc.)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

42. What is the general usage for Intranet Access/Mobile VPN Solution?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

43. What is the general usage for Video?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

44. What is the general usage for Telemetry (SCADA, VARDA, etc)?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

45. What is the general usage for Other?

◯ Daily

◯ Weekly

◯ Infrequently

◯ Not Used, but Desired

◯ Not Used

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46. Does your agency use Machine to Machine (M2M) devices that use wireless connections? (SCADA Systems, VARDA Units, Cameras, Sensors, etc.)

◯ Yes

◯ No

47. Number of Machine to Machine devices, if applicable

48. Does your Agency have any plans to increase or decrease device counts (i.e. deployment of cellular enabled tablets or new smartphones)?

☐ Significant Increase

☐ Minor or No Change

☐ Significant Decrease

Please tell us more about your planned changes:

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MOBILE SERVICE PROVIDERS

49. Does your agency contract with <u>multiple</u> MOBILE cellular service providers (Verizon, US Cellular, T-Mobile, Sprint, AT&T)?

◯ Yes

◯ No

50. If Yes, please explain your use of <u>multiple mobile providers</u> (ie. maximizing coverage in certain areas):

[ ]

51. Who is you Primary Mobile/Cellular service provider?

◯ AT&T

◯ Verizon

◯ US Cellular

◯ T-Mobile

◯ Sprint

◯ Not applicable to our Agency

◯ Other (please specify)

[ ]

52. Does your Agency use a paging system?

◯ Yes

◯ No

53. If Yes, please explain your use of paging systems:

[text box]

54. What method was used to acquire your Agency's PRIMARY MOBILE provider?

◯ Master contract – GSA/Federal

◯ Master contract - State

◯ Master contract – Other entity

◯ Local RFP/Bid

◯ Based on price quotes

◯ Not applicable to our Agency

◯ Other (please specify)

[text box]

55. Are other procurement options available?

◯ Yes

◯ No

◯ Not applicable to our Agency

56. If Yes, please describe additional procurement options available to your agency:

[text box]

57. Does your agency have a direct sales/account relationship with the mobile provider?

◯ Yes

◯ No

◯ Not applicable to our Agency

58. Does your agency have a direct technical support relationship with the mobile provider?

◯ Yes

◯ No

◯ Not applicable to our Agency

59. Are any additional or specialized services provided by the mobile provider (Wireless Priority Service (WPS), etc.)?

◯ Yes

◯ No

◯ Not applicable to our Agency

60. If Yes, please describe additional or specialized services supplied by the provider:

MOBILE/CELLULAR SERVICE PLANS

61. What is the average monthly cost per MOBILE voice/data devices, NOT inclusive of additional costs and fees (taxes, apps, etc.)?

◯ Our Agency does not have a cellular service plan

◯ Cost $:

[   ]

62. What is the average monthly cost per MOBILE device for data only, NOT inclusive of additional costs and fees (taxes, apps, etc.)?

◯ Our Agency does not have a data plan for mobile devices

◯ Cost $:

[   ]

63. How important is having a fixed rate plan?

◯ Not Important, variable monthly rates based on usage aren't a problem

◯ Important, but we are not willing to pay more to have fixed rates

◯ Important, we would pay a little more to have fixed rates regardless of usage

◯ Not applicable to our Agency

64. Who is responsible for payment of the invoice?

◯ Individual Liable (end-user pays)

◯ Agency Liable (agency pays)

◯ Hybrid (stipend or partial payments from agency to end user)

◯ Not applicable to our Agency

◯ Other (please specify)

```
[                                    ]
```

65. What are the monthly data limits on the plan?

◯ Unlimited

◯ Capped / Metered

◯ Shared/Pooled

◯ Not applicable to our Agency

◯ Other (please specify)

```
[                                    ]
```

66. What is the average monthly data usage per user (Gb)?

◯ Less than 512Mb

◯ 512Mb - 1Gb

◯ 1 - 5Gb

◯ 5 - 10Gb

◯ Greater than 10Gb

◯ Not applicable to our Agency

◯ Other (please specify)

```
[                                    ]
```

67. What is the mobile contract duration of your current plan (years)?

◯ No Contract

◯ Quarterly Contract

◯ Annual Contract

◯ 2 Year Contract

◯ Over 2 Year Contract

◯ Not applicable to our Agency

◯ Other (please specify)

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[                                    ]
```

68. Do you have any additional information you would like to share about your mobile service plan or mobile providers?

```
[                    ]
```

BARRIERS – Do barriers limit or prevent your agency from realizing the full potential of mobile data services?

69. Cost: Agency does not have budget to purchase required data plans or devices

◯ Yes, Cost is a Barrier

◯ No, Cost is not a Barrier

70. Network Reliability: Speed and efficiency of data services provided from the network does not meet requirements (i.e. slow speeds, congestion, frequent outages, etc.)

◯ Yes, Network Reliability is a Barrier

◯ No, Network Reliability is not a Barrier

71. Security: Use of data services is limited due to security reasons (i.e. wireless network security level does not meet agency policy and data transmission is limited)

◯ Yes, Security is a Barrier

◯ No, Security is not a Barrier

72. Coverage: Coverage of wireless data network does not meet agency operational requirements (i.e. dead spots through operational area)

◯ Yes, Coverage is a Barrier

◯ No, Coverage is not a Barrier

73. Expertise: Agency does not have the knowledge base within its employees to fully utilize available wireless data services

◯ Yes, Expertise is a Barrier

◯ No, Expertise is not a Barrier

74. Other barriers that are not mentioned above:

75. Agency Head: Point of Contact

First Name

Last Name

Title

Agency

Email Address

Phone Number

76. What is your Agency specialization (ie. Fire, SWAT, Water Patrol, DARE, SAR, etc.):

77. Radio Systems USED by your Agency (LMR) - Radio System Name:

78. Is this Radio System the Primary Communication System?

○ Yes

○ No

79. Is Radio System Conventional or Trunked?

[⬍]

80. How many MOBILE radios are used on this system?

[   ]

81. How many PORTABLE radios are used on this system?

[   ]

82. <u>Other</u> Radio Systems USED by your Agency - Radio System Name:

[   ]

83. Channels Used By Your Agency:

Channel Name: [   ]

Source Name: [   ]

Mobile Rx / Base Tx [   ]

Rx Tone / NAC (receive)
PL Tone – Rx(PL) /
NAC Receive [   ]

Mobile Tx / Base Rx [   ]

Tx Tone / NAC (transmit)
PL Tone – Rx(PL) /
NAC Transmit [   ]

84. Channel 1 Source Type:

[⬍]

85. <u>Additional</u> Channels Used By Your Agency:

Channel 2 Name: [   ]

Source Name: [   ]

Mobile Rx / Base Tx [   ]

Rx Tone / NAC (receive)
PL Tone – Rx(PL) /
NAC Receive [   ]

Mobile Tx / Base Rx [   ]

Tx Tone / NAC (transmit)
PL Tone – Rx(PL) /
NAC Transmit [   ]

86. Channel 2 Source Type:

[↕]

87. <u>Additional</u> Channels Used By Your Agency:

Channel 3 Name: [   ]

Source Name: [   ]

Mobile Rx / Base Tx [   ]

Rx Tone / NAC (receive)
PL Tone – Rx(PL) /
NAC Receive [   ]

Mobile Tx / Base Rx [   ]

Tx Tone / NAC (transmit)
PL Tone – Rx(PL) /
NAC Transmit [   ]

88. Channel 3 Source Type:

[↕]

89. Channel Information

	Band	Mode	Primary Channel
Channel 1	[↕]	[↕]	[↕]
Channel 2	[↕]	[↕]	[↕]
Channel 3	[↕]	[↕]	[↕]

90. Talk Groups Used By Your Agency:

Radio System Name: [   ]

Talk Group Name: [   ]

Talk Group ID [   ]

Primary Talk Group?
Yes/No [   ]

Agency Usage [   ]

91. <u>Additional</u> Talk Groups Used By Your Agency:

Radio System Name:

Talk Group Name:

Talk Group ID

Primary Talk Group?
Yes/No

Agency Usage

92. Dispatch Center USED by your Agency - Dispatch Center Name:

93. Is this Dispatch Center the Primary Dispatch System?

○ Yes

○ No

94. Is this Dispatch Center a PSAP?

○ Yes

○ No

95. Other Dispatch Centers used by your Agency:

96. Mobile Communication Asset: Do you have a Radio Cache?

○ Yes

○ No

○ If Yes, How many mobile? How many portable?

97. Mobile Communication Asset: Do you have Satellite Phones?

○ Yes

○ No

○ If Yes, How many mobile? How many portable?

98. Mobile Communication Asset: Do you have Generators?

◯ Yes

◯ No

◯ If Yes, How many? What is the wattage/kW?

99. Mobile Communication Asset: Do you have Gateways?

◯ Yes

◯ No

◯ If Yes, what type?

100. Mobile Communication Asset: Do you have Towers?

◯ Yes

◯ No

◯ If Yes, How many mobile? How many fixed?

101. Mobile Communication Asset: Do you have a Repeaters?

◯ Yes

◯ No

◯ If Yes, How many mobile? How many fixed? And what types?

102. Mobile Communication Assets Hours of Deployment

Radio Cache

Gateway

Repeater

Tower

Generator

Satellite Phone Cache

Cellular Phone Cache

Thank you for completing the FirstNetME mobile data survey!

If you would like more information about FirstNetME, please visit us at
www.FirstNetME.gov